

Checklist to Facilitate the Development of Culturally and Linguistically Competent Primary Health Care Policies and Structures

Excerpt from Policy Brief 1- Rationale for Cultural Competence in Primary Health Care

The following checklist is targeted to individuals who have a role in the shaping of policy at the Federal, state, local and program levels. Policy makers may be board members of private agencies, public agency officials, legislators, commissioners, advisory committee members, agency directors and staff of consumer/family organizations. The goal of this checklist is to facilitate policy making that supports culturally and linguistically competent primary health care services.

Does the primary care system, organization or program have:

- A mission statement that articulates its principles, rationale and values for culturally and linguistically competent health and mental health care service delivery?
- Policies and procedures that support a practice model which incorporates culture in the delivery of services to culturally and linguistically diverse groups?
- Structures to assure the meaningful participation of consumers and communities in planning, delivery and evaluation of services?
- Processes to review policy and procedures systematically to assess their relevance for the delivery of culturally competent services?
- Policies and procedures for staff recruitment, hiring and retention that will achieve the goal of a diverse and culturally competent workforce?
- Policies and resources to support ongoing professional development and in-service training (at all levels) for awareness, knowledge and skills in the area of cultural and linguistic competence?
- Policies to assure that new staff are provided with training, technical assistance and other supports necessary to work within culturally and linguistically diverse communities?
- Position descriptions and personnel/performance measures that include skill sets related to cultural and linguistic competence?
- Fiscal support and incentives for the improvement of cultural competence at the board, agency, program and staff levels?
- Policies for and procedures to review periodically the current and emergent demographic trends for the geographic area it serves?

- ❑ Methods to identify and acquire knowledge about health beliefs and practices of emergent or new populations in service delivery areas?
- ❑ Policies and allocated resources for the provision of translation and interpretation services, and communication in alternative formats?
- ❑ Policies and resources that support community outreach initiatives for those with limited English proficiency and/or populations that are not literate or have low literacy skills?
- ❑ Requirements that contracting procedures and proposals and/or request for services include culturally and linguistically competent practices?



Checklist to Facilitate the Development of Linguistic Competence within Primary Health Care Organizations

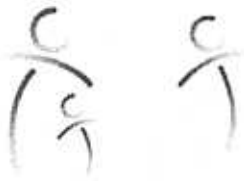
Excerpt from Policy Brief 2- Linguistic Competence in Primary Health Care Delivery Systems: Implications for Policy Makers

Linguistic Competence: Policy Making Implications for Primary Health Care Organizations and Programs

Health care organizations have been slow to develop and implement policies and structures to guide the provision of interpretation and translation services. In the absence of policies, structures and fiscal resources, the burden of such services remain at the practitioner and consumer level. The following checklist is designed to assist primary health care organizations in developing policies, structures, practices and procedures that support linguistic competence.

Does the primary health care organization or program have:

- A mission statement that articulates its principles, rationale and values for providing linguistically and culturally competent health care services?
- Policies and procedures that support staff recruitment, hiring and retention to achieve the goal of a diverse and linguistically competent staff?
- Position description and personnel/performance measures that include skill sets related to linguistic competence?
- Policies and resources to support ongoing professional development and inservice training (at all levels) related to linguistic competence?
- Policies, procedures and fiscal planning to ensure the provision of translation and interpretation services?
- Policies and procedures regarding the translation of patient consent forms, educational materials and other information in formats that meet the literacy needs of patients?
- Policies and procedures to evaluate the quality and appropriateness of interpretation and translation services?
- Policies and procedures to periodically evaluate consumer and personnel satisfaction with interpretation and translation services that are provided?
- Policies and resources that support community outreach initiatives to persons with limited English proficiency?
- Policies and procedures to periodically review the current and emergent demographic trends for the geographic area served in order to determine interpretation and translation services needs?



Checklist to Facilitate the Development of Policies, Structures and Partnerships that Support a Culturally Competent Research Agenda in Primary Health Care

Excerpt from Policy Brief 3- Cultural Competence in Primary Health Care: Partnerships for a Research Agenda

While many health care organizations have structures and policies that govern their participation in research, few mandate the incorporation of culturally competent and participatory action designs. This checklist is designed to assist primary health care organizations to develop policies, structures and practices that support partnerships to achieve a culturally competent research agenda.

If an organization/program conducts or participates in research, does it have:

- A policy that requires research initiatives to use culturally competent and participatory action methodologies that include the active involvement of consumers/key stakeholders in all aspects of research process (e.g. design, sampling, instrumentation, data collection and analysis, and dissemination)?
- Policy that delineates ethical considerations for conducting or participating in research initiatives?
- Organizational structures and resources to participate in and/or convene coalitions concerned with the broad range of health, social and environmental issues impacting racially, ethnically and culturally diverse populations?
- A policy and structures to meet with members of diverse communities and advocates to determine priority health issues and needs as a basis to develop collaborative research initiatives?
- A policy, structures and procedures to systemically collect, maintain and analyze health data specific to the racial, ethnic and cultural groups served?
- A policy and practices that support personnel to participate on review boards within universities, colleges and other organizations engaged in primary health care research?
- A policy, procedures and practices that support reciprocity within a given community that partners in research initiatives (e.g. economic benefits, employment and other resources)?
- A policy, structures and resources to pursue grants/contracts or collaborate with other organizations to conduct research initiatives concerned with eliminating health disparities?

- Personnel or employ consultants with expertise in conducting research that uses culturally competent and participatory action methodologies?
- Resources, policies and practices to provide information to consumers and communities about the benefits of participating or collaborating in research initiatives?
- Policies and structures to help bridge the gap between current research as it impacts racially, ethnically and culturally diverse groups and clinical practice including:
 - Personnel who periodically survey research studies and emerging bodies of evidence?
 - A mechanism to examine research findings and their implications for policy development, clinical protocols and health education?
 - Policy, structures and practices to conduct health education for consumers on research findings that them and the communities in which they live?



Checklist to Facilitate Cultural Competence in Community Engagement

Excerpt from Policy Brief 4- Engaging Communities to Realize the Vision of *One Hundred Percent Access and Zero Health Disparities: A Culturally Competent Approach*

Community Engagement: Policy Implications for Primary Health Care Organizations

Health care organizations should give careful consideration to the values and principles that govern their participation in community engagement. This checklist is designed to guide them in developing and administering policy that supports cultural and linguistic competence in community engagement.

Does the health care organization have:

- A mission that values communities as essential allies in achieving its overall goals?
- A policy and structures that delineate community and consumer participation in planning, implementing and evaluating the delivery of services and supports?
- A policy that facilitates employment and the exchange of goods and services from local communities?
- A policy and structures that provide a mechanism for the provision of fiscal resources and in-kind contributions to community partners, agencies or organizations?
- Position descriptions and personnel performance measures that include areas of knowledge and skill sets related to community engagement?
- A policy, structures and resources for in-service training, continuing education and professional development that increase capacity for collaboration and partnerships within culturally and linguistically diverse communities?
- A policy that supports the use of diverse communication modalities and technologies for sharing information with communities?
- A policy and structures to periodically review current and emergent demographic trends to:
 - Determine whether community partners are representative of the diverse population in the geographic or service area?
 - Identify new collaborators and potential opportunities for community engagement?
- A policy, structures and resources to support community engagement in languages other than English?